Patient Handbook

BETANCES HEALTH CENTER

Patient Center Medical Home
Hours of Operations & Making Appointments
Services Available
How to Access Routine Services

280 Henry Street, New York, NY, 10002. 212-227-8401 (t) . 212-349-9345 (f) . www.betances.org
A Patient-Centered Medical Home is a system of care in which a team of health professionals work together to provide all of your health care needs. We use technology such as electronic medical records to communicate and coordinate your care and provide the best possible outcomes for you.

YOU, the patient, are the most important part of a Patient-Centered Medical Home. You will be asked to sign an agreement which outlines how we will work together. When you take an active role in your health and work closely with us, you can be sure that you’re getting the care you need.

**How do you get the most from a Patient-Centered Medical Home?**

**WHAT YOU CAN DO:**

1. **Be in charge of your health**
   - Know that you are a full partner in your care.
   - Understand your health situation and ask questions about your care.
   - Learn about your condition and what you can do to stay as healthy as possible

2. **Participate in your care**
   - Follow the plan that you and we have agreed is best for your health.
   - Take medications as prescribed.
   - Keep scheduled appointments and attend follow-up visits when necessary.

3. **Communicate with your care team**
   - Tell us when you don’t understand something we said or ask us to explain it in a different way.
   - Tell us if you get care from other health professionals so we can help coordinate the best care possible.
   - Bring a list of questions and a list of medicines or herbal supplements you take to every appointment.
   - Tell us any changes in your health or well-being.
What your Care Team will Do for You:

1. Get to know you
   - Learn about you, your family, your life situation, and preferences. We will update your records every time you seek care and suggest treatments that make sense for you.
   - Listen to your questions and feelings and treat you as a full partner in your care.

2. Communicate with you
   - Explain your health situation clearly and make sure you know all of your options for care.
   - Give you time to ask questions and answer them in a way you understand
   - Help you make the best decisions for your care.

3. Support you
   - Help you set goals for your care and help you meet these goals every step of the way.
   - Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
   - Send you to trusted experts when necessary.

Patient Health Information

Your Patient Health Information is protected under the Health Insurance Portability and Accountability Act (HIPAA), a Federal law which increases consumer control over the use and disclosure of their medical information. It also establishes appropriate safeguards that must be followed to protect the privacy of patients' health information as described in Betances’ Notice of Privacy Practices.

If you are obtaining care or are transferring care from another facility to Betances, we request you provide us a copy of your entire medical records so we can better coordinate your care. You will be asked to fill out an Authorization for Release of Health Information form so our Medical Records Department can request your records from the external facility.

Should you want to transfer your care to another facility from Betances, please notify us and fill out an Authorization for Release of Health Information form, provide the information where you are transferring your care to, and we will transfer your records within 30 days, as per Federal guidelines.
How to Access Routine Services:

Specialist Referrals

If you need care that your primary care provider cannot provide, he/she will refer you to a specialist. If you are having trouble getting a referral you think you need or getting an appointment with a specialist, please contact Our Referrals Department at 212-227-8401 extension 163. or via the patient portal.

In addition, if a specialist adjusts or issues new or current medication to you please inform us and bring the medication with you to your next visit with us.

Prescription Refills

If you need to have your prescription refilled and have seen your primary care provider within the last three (3) months, you may request a refill by:

1. A request via the patient portal; or

2. Calling and leaving a detailed message on extension 161

All Messages for refills will be answered within 24 hours.

Lab Results

Your provider will contact you regarding any follow-up on lab results when necessary as well as your results may be published for your view via the patient portal.

Case Management Services

Case managers are available to work with you on various matters surrounding your health and social concerns. Should you have any needs please let your primary care provider know and you may be assigned a case manager to assist you.

Transportation

Certain insurances cover transportation to and from your appointments either by MetroCard reimbursement or an ambulette service; check with your insurance and provider to see if you qualify.

If you are having financial difficulty getting to and from your appointments and you do not qualify for a transportation benefit through your insurance, please inform your provider so we can assign a case manager to assist you.

This should not be a barrier to getting the care you need and we will assist you.

Multi-Lingual Services Available

Betances employs competent Bi-lingual staff to provide services in your preferred language. We also contract with an outside organization to provide interpretation services for any language we do not speak.

Please let us know what is your PREFERRED LANGUAGE.

QUALITY SERVICES provided in your PREFERRED LANGUAGE at NO COST to YOU.

Your Health Center, Our Community
How to Access Routine Services:

Behavioral Health Services

As your Medical Home, we are committed to treat all aspects of your health. At a minimum, your care team will conduct an assessment of your mental and social health, including substance use, during your annual wellness visit. You may also be referred to our Behavioral Health Specialists for further screening or treatment as part of your care plan. Please let your primary care provider know if you would like to see a behavioral health or substance abuse professional.

Women’s Health Services

Betances offers quality OB/GYN providers which will work closely with your primary care provider to ensure your treatment plan is current and effective.

As a patient, you can obtain your OB/GYN care where you choose, regardless of your primary care provider; however, we request you provide us with copies of your treatment to maintain accurate records if you receive care outside of Betances.

Family Planning/STD Services do not require a referral from your primary care provider. If you want HIV testing and counseling as part of family planning services, you can ask your primary care provider to arrange it. If you need HIV treatment after the testing and counseling, your primary care provider will provide or arrange it.

Discount Prescription Services

Betances offers discount medications to you through arrangements with neighboring pharmacies participating under our 340B Program. Over the years, the program has helped thousands of patients get the necessary medications they need by eliminating the barriers of insurance companies of high deductibles or eligibility requirements, including having patients who are uninsured obtain the medications they need without having the huge financial burden placed on them.

Please let your primary care provider know if you are interested in our Discount Prescription Services.

Advance Directives

The New York Health Care Proxy Law allows you to appoint someone you trust — for example, a family member or close friend — to make health care decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes.

Please discuss with your primary care provider so you can complete your advance directives for your health record.
Services Available On-Site:

- Primary Care
- Pediatrics
- HIV/AIDS Care
- Women’s Health
- Family Planning
- Nutrition
- Podiatry
- Dental
- Behavioral Health
- Case Management
- Complementary Services

Your Opinion Matters:

Betances encourages you to provide feedback about the quality of service you receive, wait times, and interaction with our staff. More importantly, we want to hear your overall impression of whether we are meeting your expectations.

You can provide your Opinion a number of ways:

- Satisfaction Survey
- Suggestion Box located in waiting area
- Complaints

We value your opinion and you can always request to speak with a manager at any time if you feel you are not being heard or your issue is not being resolved in a timely manner.

Thank You for Being Part of the Betances Family...

Access your Records via Patient Portal:

Betances offers you convenient 24-hour access to personal health information from anywhere with an internet connection. Using a secure username and password, you can view health information, as well as interact with your provider team to make requests, such as:

- Recent doctor visits
- Medications
- Immunizations
- Allergies
- Lab results
- Make appointments
- Request a prescription refill
- And many more options

Practice Code for Healow App:

HCIFAA

Speak with your Patient Care Representative upon registering to find out more about access your records via the internet, including handheld devices via the Healow App.

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280 Henry Street
New York, NY 10002

212.227.8401 ph
212.349.9345 med fax
212.227.8842 admin fax

www.betances.org

Mission of Betances Health Center:

Betances Health Center promotes quality health care as a basic right for all regardless of the ability to pay.